

College Procedure: 404.7 – Service Standards

Policy Reference: 404 – Employment Relationship
Responsible Department: Human Resources
Approval Authority: Cabinet
Procedure Owner: Vice President, Human Resources
Effective Date: 08/01/2009

Version Number: 3
Legal Counsel Reviewed (yes/no): No
Scope: College-wide

Reason for Procedure

The service standard procedure is to provide consistent services.

The Procedure

Phones

- No blind transfers. When transferring a call identify yourself and the reason for the transfer.
 - Due to extreme call volume, the following numbers will be managed via the automated phone system (5603, 5635, 5485, 5412, 5631 and 1-877-386-9101) that rings into the One Stop (financial aid, enrollment services, cashier) and do not allow the person transferring to announce the call.
- Voice mail message must include whom to contact if immediate attention is necessary.
- A live person will answer the main line coming into every department from 8am-5pm during the workweek. (One Stop exception noted above.)
 - Trade with another department for live phone coverage, when necessary.
 - Other than the main number, department administrators will determine which phones, if any, are allowed to be rolled to voice mail.
- Response time to voice mail should be within 24-48 hours during the workweek unless an outof-the-office message notes a different time.

Email

- Response time should be within 24-48 hours during the workweek.
 - Automatic email response with an out-of-office message if you are unavailable to respond within 24-48 hours. Message should include whom to contact if an item requires immediate attention.
- Avoid “reply all” responses unless necessary.

Office Hours

- All departments will have standard operating hours from 8:00am-5:00pm.
 - Departments may be open earlier or stay open later but must be open between 8-5.
 - Case by case exceptions may be made following Cabinet review.

Directions

- When it is reasonable, personally walk a lost individual to their desired location. When time or distance does not allow, provide a map with the location circled and explain how to get there.

Correspondence/Communication

- When sending correspondence to external partners, students, and prospective students include a direct phone number along with web information in every written correspondence.

Revision Log

Table 1 Revision Log

| Version Number | Date Approved | Approved by | Description of Change |
|----------------|---------------|-------------------------------------|-----------------------|
| 1 | 08/01/2009 | Jim Choate, Vice President, Finance | New procedure |
| 2 | 05/15/2017 | Mick Starcevich, President | New template |
| 3 | 07/11/2019 | Cabinet | Procedures template |